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FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43,103(t). C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52,212-4, Contract Terms and Conditions. — Commercial Item (c) — Changes D. OTHER Specify type of modification and authority) IMPORTANT: Contractor is not, is required to sign this document and return 3 copies to the issuing office. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section he adings, including solicitation/contract subject matter where feasible.) The purpose of this modification is to: 1. Revise 2.3.2.5, PCELL Phone Description, 2. Revise E.3.3.1, Phone Services, and 3. Incorporate Price Model for revisions. See Continuation Page. Dept at provided herein, all terms and conditions of the document referenced in Item \$A or 10A, as heretofore changed, remains unchanged and in full force and effect. A NAME AND TITLE OF SIGNER (Type or print) The purpose of this modification is to: 1. Revise 2.3.2.5, PCELL Phone Description, 2. Revise E.3.3.1, Phone Services, and 3. Incorporate Price Model for revisions. See Continuation Page. 16A NAME AND TITLE OF SIGNER (Type or print) 16A NAME AND TITLE OF SIGNER (Type or print) 16A NAME AND TITLE OF SIGNER (Type or print) 16A NAME AND TITLE OF SIGNER (Type or print) 16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) 16A NAME AND TITLE OF SIGNER (Type or print) 16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) 16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) 16B UNITED STATES OF AMERICA 16C, DATE SIGNED	B. THE ABOVE NUMBERED CONTRAC	T/ORDER IS MODIFIED TO REFLECT THE	ADMINISTRATIVE CHANGES (suc	ch as changes in paying office.	appropriation date, etc.) SET
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1. Delete E.2.3.2.5, PCell Phone Description and replace with the following:

E.2.3.2.5 PCELL PHONE DESCRIPTION

Functionality: Provides full cellular phone capabilities with a minimum of 300 minutes per month.

Standard Services:

Service Type	Service Level	Typical Service Characteristic
Instrument	Cellular	Cellular phone
Line Type	None	No connection
Voice Mail	None	No voice mail
Feature Set	Cellular	Low battery indicator, roaming, caller ID, etc.
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

[End Clause]

2. Delete E.3.3.1, Phone Services and replace with the following:

E.3.3.1 PHONE SERVICE

<u>Service Description</u>: Provides the service to ensure an appropriate phone instrument and complete phone system is available to the specified Phone Type. This includes instruments, infrastructure, and other required services to provide telephone related connectivity within, and external to, the Center. Also included in this service is the maintenance and administration of the telephone infrastructure; basic services (operational configuration, engineering and maintenance of analog and digital telephone switching system); moves, adds.

changes; corrective/preventative maintenance of telephone and facsimile instruments and drops; and administration, operation, and maintenance of Central Communication Center (CCC) (telephone and central fax operators). The CCC provides telephone operators to direct incoming calls, set up voice conferences, initiate foreign calls, and operate a central facsimile service (if required by the Center). The CCC is staffed during normal business hours (6:00am - 6:00pm, Monday through Friday except Federal holidays). During off hours the incoming calls to a Center's main number will be handled by an computerized system. Performance levels

include moves/adds/changes completed within the specifications listed in E.3.1.8, Moves, Adds, Changes. Standard for restore to service is close of business next day.

Instrument

Service Description: Provides for the phone instrument type.

Service Levels	Typical Service Characteristic
Single	Single line phone instrument
Dual	Dual line phone instrument
Multi-12	12 line phone instrument
Multi-24	24 line phone instrument
Cellular	Cellular phone with a minimum of 300 minutes per month.

Line Type

Service Description: Provides for the desired line type.

Service Levels	Typical Service Characteristic						
None	No connection						
Analog	Analog line						
Digital	Digital line						

Voice Mail

<u>Service Description</u>: Provides the services required for a voice mail system with the following capabilities: recorded announcements, audio and visual indicators of messages awaiting retrieval, forwarding capability, broadcast (voice mail lists), 15 minutes of storage, auto dial voice mail caller, auto reply (send message back to voice mail caller), create, delete, retrieval of messages from any DTMF phone (internal or external to Center). Retrieval of messages from external to the Center shall be accessible via a toll-free line.

Service Levels	Typical Service Characteristic					
None	No voice mail					
Standard	Voice mail with above capabilities					
Enhanced	Voice mail with 30 minutes of storage					

Feature Set

Service Description: Provides for a standard set of features to be provided with the phone seat

Service Levels	Typical Service Characteristic
Standard	Call forwarding, transfer, forward, intra-Center conferencing, camp, redial, hold
Speaker	Standard features plus speaker phone
Enhanced	Standard features plus speaker phone, call pickup/hunt group, call park, speed call, auto dial, caller ID
Cellular	Low battery indicator, recharger, caller ID, call waiting, roaming, speed call

Restore to Service

Service Description: Provides standard maintenance services including:

- System diagnostics and trouble shooting
- System and component maintenance
- Configuration changes, tracking, and documentation.

Service Levels	Typical Service Characteristic	
Basic	Restore to service within 3 working days	
Regular	Restore to service by close of next business day	
Premium	Restore to service within 8 work hours	
Enhanced	Restore to service within 4 work hours	·
Critical	Restore to service within 2 contiguous hours	

[End Clause]

- 3. The Price Model associated with the above revisions has been incorporated in the master contract.
- 4. All other terms and conditions remain the same

[End Modification 017]

ODIN Enterprise PCell Proposal Contractor Name: OAO

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